Arizona State Government Case Study

Introduction

This case study of a state & local government is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> "
> "NetFlow Traffic Analyzer helps identify users who consume high bandwidth, determine whether or not this is business related or someone streaming video from the internet."

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds Government:

- IT challenges their agency faced prior to implementing SolarWinds' products:
  - Lack of visibility into the problems leading to network performance or capacity issues
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance

Use Case

The key features and functionalities of SolarWinds Government that the surveyed organization uses:

- Regular user in the following SolarWind product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Troubleshooting configuration issues
  - Monitoring the integrity of systems/servers
  - Monitoring the integrity of applications and databases
  - Monitoring Cloud or Hybrid Infrastructure
  - Centralized support for end users and systems

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Correlate network, server, and application issues to resolve performance problems
  - Improve resolution rates for networking performance and capacity issues
  - Improve configuration management
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the organization
  - Improve log tracking and management
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - NetFlow Traffic Analyzer
- Realized a return on investment payback period of 7 to 9 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Multi-vendor support
  - Scalability / Able to support our growth

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:
State & Local

Industry:
Government

About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to US Federal and other Government agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

Learn More:

SolarWinds

SolarWinds Government